

## 2013 Private Passenger Auto Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00004	0.10982	0.57%	\$22,374,208
PROGRESSIVE CLASSIC INSURANCE COMPANY	1	0.00008	0.19610	0.32%	\$12,529,838
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00009	0.22500	0.28%	\$10,920,209
PEMCO MUTUAL INSURANCE COMPANY	31	0.00013	0.31590	6.21%	\$241,117,743
MUTUAL OF ENUMCLAW INSURANCE COMPANY	9	0.00013	0.32080	1.77%	\$68,932,837
Essentia Insurance Company	1	0.00014	0.34485	0.18%	\$7,125,167
NATIONWIDE AGRIBUSINESS INSURANCE COMPANY	2	0.00014	0.35314	0.35%	\$13,915,702
USAA GENERAL INDEMNITY COMPANY	8	0.00017	0.42115	1.20%	\$46,674,578
COUNTRY PREFERRED INSURANCE COMPANY	6	0.00019	0.45725	0.83%	\$32,241,643
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	1	0.00019	0.47280	0.13%	\$5,196,888
ENCOMPASS INSURANCE COMPANY OF AMERICA	1	0.00022	0.53399	0.11%	\$4,601,385
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	12	0.00022	0.53447	1.42%	\$55,167,107
FIRST NATIONAL INSURANCE COMPANY OF AMERICA	36	0.00023	0.56849	4.00%	\$155,597,163
ENCOMPASS INDEMNITY COMPANY	3	0.00024	0.59403	0.31%	\$12,408,976
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	7	0.00027	0.65355	0.67%	\$26,317,374
COUNTRY MUTUAL INSURANCE COMPANY	6	0.00028	0.69902	0.54%	\$21,090,268
UNIGARD INSURANCE COMPANY	5	0.00029	0.70411	0.44%	\$17,448,310
ALLSTATE INSURANCE COMPANY	30	0.00029	0.71456	2.65%	\$103,158,499
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	172	0.00031	0.76038	14.31%	\$555,804,632
HARTFORD UNDERWRITERS INSURANCE COMPANY	9	0.00032	0.78830	0.72%	\$28,052,520
21st Century Premier Insurance Company	1	0.00033	0.80626	0.07%	\$3,047,509
AMICA MUTUAL INSURANCE COMPANY	8	0.00033	0.80913	0.62%	\$24,293,753
TRAVELERS COMMERCIAL INSURANCE COMPANY	2	0.00033	0.81415	0.15%	\$6,036,007
USAA CASUALTY INSURANCE COMPANY	36	0.00034	0.83307	2.73%	\$106,180,253
UNITED SERVICES AUTOMOBILE ASSOCIATION	45	0.00036	0.87830	3.24%	\$125,889,923
DAIRYLAND INSURANCE COMPANY	2	0.00037	0.89841	0.14%	\$5,469,862

## 2013 Private Passenger Auto Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
ALLSTATE FIRE & CASUALTY INSURANCE COMPANY	65	0.00037	0.90189	4.56%	\$177,084,700
SAFECO INSURANCE COMPANY OF ILLINOIS	54	0.00037	0.90232	3.78%	\$147,046,881
PROGRESSIVE NORTHWESTERN INSURANCE COMPANY	9	0.00037	0.91453	0.62%	\$24,180,521
LIBERTY MUTUAL FIRE INSURANCE COMPANY	28	0.00038	0.92287	1.92%	\$74,548,626
GOVERNMENT EMPLOYEES INSURANCE COMPANY	21	0.00038	0.93205	1.42%	\$55,360,573
FARMERS INSURANCE COMPANY OF WASHINGTON	119	0.00039	0.96287	7.82%	\$303,668,321
AMERICAN NATIONAL GENERAL INSURANCE COMPANY	1	0.00040	0.98398	0.06%	\$2,497,104
ESURANCE INSURANCE COMPANY	11	0.00043	1.05434	0.66%	\$25,635,036
GEICO INDEMNITY COMPANY	39	0.00044	1.08022	2.28%	\$88,710,173
GEICO GENERAL INSURANCE COMPANY	75	0.00045	1.09847	4.32%	\$167,762,015
PROGRESSIVE MAX INSURANCE COMPANY	12	0.00045	1.09851	0.69%	\$26,841,075
NEW SOUTH INSURANCE COMPANY	3	0.00045	1.10182	0.17%	\$6,690,117
UNITRIN AUTO AND HOME INSURANCE COMPANY	11	0.00045	1.10191	0.63%	\$24,528,397
METROPOLITAN GROUP PROPERTY AND CASUALTY INSURANCE COMPANY	8	0.00046	1.12382	0.45%	\$17,490,984
STATE FARM FIRE & CASUALTY COMPANY	25	0.00046	1.13799	1.39%	\$53,979,037
TRAVELERS HOME AND MARINE INSURANCE COMPANY THE	17	0.00046	1.14166	0.94%	\$36,587,725
VIGILANT INSURANCE COMPANY	2	0.00048	1.18703	0.10%	\$4,139,917
PROGRESSIVE DIRECT INSURANCE COMPANY	72	0.00048	1.18878	3.83%	\$148,816,876
PROGRESSIVE CASUALTY INSURANCE COMPANY	66	0.00051	1.24630	3.35%	\$130,120,163
METROPOLITAN CASUALTY INSURANCE COMPANY	15	0.00051	1.25773	0.75%	\$29,303,834
ALLSTATE INDEMNITY COMPANY	16	0.00052	1.28466	0.78%	\$30,602,329
TWIN CITY FIRE INSURANCE COMPANY	9	0.00053	1.29324	0.44%	\$17,099,610
NATIONWIDE INSURANCE COMPANY OF AMERICA	17	0.00053	1.30549	0.82%	\$31,996,222
SAFECO INSURANCE COMPANY OF OREGON	11	0.00054	1.33045	0.52%	\$20,314,912
HORACE MANN PROPERTY & CASUALTY INSURANCE COMPANY	1	0.00054	1.33284	0.04%	\$1,843,503
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	3	0.00055	1.34371	0.14%	\$5,485,782

## 2013 Private Passenger Auto Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
NATIONAL GENERAL INSURANCE COMPANY	6	0.00055	1.34814	0.28%	\$10,935,528
BANKERS STANDARD INSURANCE COMPANY	1	0.00059	1.44007	0.04%	\$1,706,232
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	12	0.00059	1.44510	0.52%	\$20,403,482
Middlesex Insurance Company	24	0.00059	1.44775	1.04%	\$40,732,482
IDS PROPERTY CASUALTY INSURANCE COMPANY	31	0.00059	1.44822	1.35%	\$52,595,581
INTEGON PREFERRED INSURANCE COMPANY	18	0.00061	1.48826	0.76%	\$29,717,793
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	87	0.00062	1.52303	3.61%	\$140,356,331
Hallmark Insurance Company	1	0.00063	1.54975	0.04%	\$1,585,475
OREGON MUTUAL INSURANCE COMPANY	6	0.00064	1.56056	0.24%	\$9,447,002
VICTORIA FIRE & CASUALTY COMPANY	7	0.00064	1.57795	0.28%	\$10,900,011
COAST NATIONAL INSURANCE COMPANY	16	0.00065	1.59320	0.63%	\$24,675,899
EAGLE WEST INSURANCE COMPANY	2	0.00068	1.66069	0.07%	\$2,959,130
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	1	0.00073	1.80073	0.03%	\$1,364,499
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	8	0.00075	1.83183	0.27%	\$10,730,658
21st Century Advantage Insurance Company	3	0.00075	1.83214	0.10%	\$4,023,331
HARTFORD CASUALTY INSURANCE COMPANY	30	0.00078	1.92338	0.98%	\$38,324,747
SENTINEL INSURANCE COMPANY LTD	2	0.00080	1.96882	0.06%	\$2,496,004
HARTFORD ACCIDENT & INDEMNITY COMPANY	14	0.00083	2.04001	0.43%	\$16,862,367
AMERICAN COMMERCE INSURANCE COMPANY	19	0.00084	2.05531	0.58%	\$22,714,297
HORACE MANN INSURANCE COMPANY	1	0.00088	2.17268	0.02%	\$1,130,908
GEICO CASUALTY COMPANY	6	0.00102	2.51193	0.15%	\$5,869,030
21st Century North America Insurance Company	10	0.00121	2.97203	0.21%	\$8,267,389
VIKING INSURANCE COMPANY OF WISCONSIN	3	0.00123	3.02997	0.06%	\$2,432,795
ASSOCIATED INDEMNITY CORPORATION	2	0.00126	3.10190	0.04%	\$1,584,251
PERMANENT GENERAL ASSURANCE CORPORATION	1	0.00129	3.17404	0.01%	\$774,122
ALPHA PROPERTY & CASUALTY INSURANCE COMPANY	7	0.00131	3.21556	0.13%	\$5,348,892

Sorted by  
Complaint Index

## 2013 Private Passenger Auto Insurance Company Complaints

Posted: 7/14/2014

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
Charter Indemnity Company	13	0.00136	3.34177	0.24%	\$9,558,489
TEACHERS INSURANCE COMPANY	3	0.00140	3.43728	0.05%	\$2,144,511
TITAN INDEMNITY COMPANY	3	0.00143	3.52163	0.05%	\$2,093,148
Patriot General Insurance Company	12	0.00164	4.01801	0.18%	\$7,338,255
NATIONAL GENERAL ASSURANCE COMPANY	9	0.00180	4.42312	0.12%	\$4,999,604
Pacific Star Insurance Company	7	0.00197	4.84653	0.09%	\$3,548,864
SAFECO INSURANCE COMPANY OF AMERICA	8	0.00210	5.14957	0.09%	\$3,817,167
HARTFORD INSURANCE COMPANY THE MIDWEST	3	0.00224	5.50416	0.03%	\$1,339,222
INFINITY INSURANCE COMPANY	1	0.00256	6.29403	0.01%	\$390,385
OMNI INSURANCE COMPANY	41	0.00288	7.06755	0.36%	\$14,254,000
WORKMEN'S AUTO INSURANCE COMPANY	12	0.01556	38.24130	0.01%	\$771,029
MID-CENTURY INSURANCE COMPANY	3	0.03760	92.39749	0.00%	\$79,778
NATIONAL MERIT INSURANCE COMPANY	1	0.08467	208.03100	0.00%	\$11,811